

INFORMATION EXCHANGE

April 2004

Resources for Workforce Development Programs

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Need Training? Library Resources? Program Referrals?



Make Your Wish - Then Call the Employment Training Network!

Have you ever wished there was a place where you could obtain excellent consulting services at little or no cost, access a splendid lending library, or have someone assist you visiting other programs? Well, the ETN can make your wishes come true!

If you are receiving Workforce Investment Act funding, we'll come shining through with a consultant who will provide training customized to your specific needs. We have a lending library with current materials on a universe of workforce development topics. Or, we can reimburse travel expenses if you would like to visit another program to learn first hand about their operation.

Call the ETN at (916) 654-8896. You'll find our services to be out of this world!



Workforce Development Update

Capacity Building Unit Now Offering Courses Certified for Continuing Education Units

The Capacity Building Unit (CBU) of the Workforce Investment Division (WID) is now offering Continuing Education Units (CEUs) for training courses.

The CBU training courses meet the strict, research-based International Association for Continuing Education and Training (IACET) criteria and guidelines and are fully accredited and have been certified to award credits for continuing education. Most courses will offer .05 CEUs, based on completion of the course.

The purpose of the CEU is to provide a record of educational accomplishments of an individual who has completed one or more significant educational experiences. Some colleges

and universities accept IACET CEUs for college credit, but this is at the discretion of the institutions. Just like a college credit that is given at one university and transferred to another, any organization has the right to accept or reject IACET CEU credits. Information about whether a particular organization or association will accept the credit can be obtained by calling the institution directly.

The CBU's newly certified courses are listed on their training catalogue available on the Internet: www.edd.ca.gov/wiarep/wiacat.htm. Local Workforce Investment Areas may request to host these workshops immediately by contacting the trainers listed in the CBU training catalogue.

Current and Emancipated Foster Youth Workshop

In conjunction with the California Department of Social Services and the California Workforce Investment Board, The Workforce Investment Division Capacity Building Unit will offer a series of regional half day workshops throughout the State entitled One Stop Connection: Employment Opportunities for Current and Emancipated Foster Youth. This half-day workshop is intended for current and emancipated foster youth, policy makers, direct service providers, referral agency practitioners, and others who desire assistance connecting current and emancipated foster youth to the one-stop system. The training will focus on the profile of foster youth, Workforce Investment Act (WIA) and foster

youth funding and program basics, WIA adult and youth one-stop operation, WIA and foster youth program service provider partnerships, and the availability of foster youth Education and Training Vouchers Program funds (Chafee Foster Care Independence Program), WIA and foster youth program performance measures and outcome requirements. A pilot workshop is planned for late April, 2004 at the Hillsdale One Stop in Sacramento. A schedule of upcoming workshops will be emailed as soon as the pilot is completed. Further information can be obtained by contacting Hal Readdick at (916) 657-4346 or e-mail hreaddic@edd.ca.gov.

Mark Your Calendars!

California Workforce Association (CWA) -
Annual Spring Conference
April 5-7, 2003 - San Diego, CA
www.calworkforce.org

California Department of Rehabilitation - ABCs of
Employment for Individuals with Disabilities
(Supervisors & Managers)
April 8, 2004 - Bakersfield, CA
Contact: Art Heming (661) 336-6937

California Council for Excellence (CCE) 10th
Annual Conference & Awards Ceremony -
Creating a Culture of Excellence
April 15-16, 2004 - San Diego, CA
www.calexcellence.org

Northern California Regional Economic Forum
April 19, 2004 - Redding, CA
www.signup4.net/Public/ap.aspx?EID=YOUT15E

California Department of Rehabilitation - ABCs of
Employment for Individuals with Disabilities
(Service Providers)
May 12, 2004 - Glendale, CA
Contact: Armineh Hoonanian-Dilanian (818) 548-3719

2004 WIB Labor Representative Training
May 12-14, 2004 - San Diego, CA
www.workingforamerica.org/documents/2004WIB.asp

15th Annual National Association of Workforce
Development Professionals (NAWDP) Conference
May 23-26, 2004 - Portland OR
www.nawdp.org/conference.htm

Labor Market Publications

Occupational Information from EDD Available in Spanish

The Employment Development Department's (EDD) Labor Market Information Division has translated two of its most popular occupational information resources into Spanish.

WorkSmart assists with job readiness "soft" skills, occupational information including video clips about 50 entry-level occupations with potential career paths, and job search tips and resources. WorkSmart is an Internet application that may be accessed at www.worksmart.ca.gov/es/.

California Occupational Guides have been a favorite career exploration tool for students and adults since they were introduced in 1956. Approximately 300 Guides describe tasks, working conditions, and education, training, and skill requirements. Thirty Guides have been translated into Spanish and can be viewed on the Web at www.calmis.ca.gov/file/occguide/guide-es.htm. EDD plans to add more Spanish translations as Guides are updated until all Guides are available in Spanish.

California Training and Education Providers System

Are you thinking about continuing your education?

Whether you are a recent high school graduate planning a career or a seasoned member of the labor force looking for additional training, make the California Training and Education Providers (CTEP) system your first stop for information about all training providers and educational programs in California.

CTEP offers a wide range of search options developed for the career explorer. It cuts down on the research time you will spend looking for training provider and school information. CTEP's new fully interactive graphical interface allows you to specify your search criteria and easily manage the large amount of information that is returned to you. And best of all, there are no fees.

Visit the new and improved CTEP today at www.soicc.ca.gov/ctep/

The "LMI e-Newsletter" is a product of the Labor Market Information Division (LMID) of the California Employment Development Department. To subscribe to the mailing list for the "LMI e-Newsletter," go to www.calmis.ca.gov/htmlfile/e-newsletter.htm

Disability Related Training

Department of Rehab Training Available

The Disability Access Section (DAS) of the Department of Rehabilitation (DOR) provides services regarding disability awareness and program and physical access at the One-Stop Career Centers. DOR offers free training and consulting services to One-Stop Career Center staff and partners through an Interagency Agreement with the Employment Development Department. Classes currently being offered include:

Gateway to Services (Access to Employment, Programs & Services) - An interactive introductory course with an overview of employment and program access requirements for services to the public.

ABCs of Employment for Individuals with Disabilities - The focus of this course is identifying essential and marginal job functions, concepts of reasonable accommodations, interviewing etiquette, employer incentives, and advocacy for equal access to employment.

13 Steps to Inclusion – Are We There Yet? (Program Access) - For staff providing services to the public, this course explores the multifaceted components of program access for customers with disabilities focusing.

DOR has established two toll-free numbers dedicated to providing technical assistance to California's One-Stop Career Centers and Local Workforce Investment Boards in various aspects of physical and program access, and equal opportunity for persons with disabilities: Voice (866) 208-3517 or TTY (866) 288-8612.

For additional training information, please contact the DAS Training Coordinator, Bobby R. Aglubat Jr., DOR/DAS, 2000 Evergreen St., Sacramento, CA 95815, phone (916) 263-8695 or email address at dastraining@dor.ca.gov.

Worthy Web Sites

www.workforceusa.net/home/index.cfm - This site is designed for the day-to-day needs of workforce development practitioners in community-based organizations, community colleges, private firms, employer associations, unions, economic development organizations, One-Stop Career Centers, Workforce Investment Boards and elsewhere.

www.mdrc.org/announcement_hp_43.html - MDRC seven-minute video presentation entitled "Effective Ways to Move Welfare Recipients into Work".

Free Program Resources

On-Line Training and Resources

The Workforce Tools of the Trade web site is solely targeted to fostering the professional growth of those in workforce development field across all levels of the system-front line staff, managers, administrators and partners. The site provides access to a robust database of information about the education and training services, products and providers these professionals need to excel at their jobs.

Visit www.workforcetools.org/free_online_courses.asp, and you will find a list of resources which provide quick on-line tutorials or downloadable educational materials.

Here is a sample of what you'll find at this site:

NASWA's "LMI@Work" - In this course, you will tour Labor Market Information (LMI) resources, find out how LMI can help you in your day-to-day work.

At Your Service: Welcoming Customers with Disabilities - The objectives of this course are to increase understanding of the needs and experiences of people with disabilities.

Workforcesupport.com Training - The purpose of this site is to identify factors that enhance or inhibit businesses from tapping into a pool of potential employees.

Older Worker

Home Depot Wants Older Employees

The AARP Foundation is working with Home Depot to find people 50 and older who have experience as plumbers, electricians, landscapers, designers and sales and customer service representatives.

AARP members and non-members can get information at their local AARP Senior Community Service Employment Program (SCSEP) center; through their local One-Stop center; on-line at storecareers.homedepot.com/aarp; or, call AARP toll free at (888) OUR-AARP/687-2277.

The venture with Home Depot is the Foundation's first national hiring partnership, though it has helped low-income adults build job skills and find employment for 35 years.

This is an excerpt from an article that appeared in HRMS e-publication, Net Assets, March 9, 2004 issue. View entire publication at www.hrms.net.

Exemplary Programs

Summer Employment Opportunities in Trinity County

Trinity County, recognizing the need for technology education for low-income youth who have barriers to employment, developed the following exemplary program in response to that need. (Reprinted as published on the Employment Development Department's Workforce Development Promising Practices web site.)

Successful practice: A crew of four local young people receive paid work experience at Velocity Technology, a student-run business, for six weeks during the summer. They learn Web page design techniques and computer repair and maintenance skills. They serve customers who have computers that need to be fixed and offer technical support. They also repair or rebuild used computers and make them available to the public at very low cost. In addition, the crew has designed an information and resource Web page for Trinity County teens and accomplished a resource mapping project for the school district.

Outcome: Youth gain employability skills, good work habits; acquire job skills specific to Web page design and computer repair; gain exposure to a career field of interest to them and are mentored by a professional in the field; develop leadership ability by taking responsibility for a project (creating the teen Web site) and accomplishing it within a six-week period and earn an income to provide for their personal needs.

Resources: WIA Youth Counselor, Technology Crew Instructor, WIA Funds, Leveraged funds from Healthy Start and Health and Human Services/CPS Independent Living Program.

Partners working together: Trinity Occupational Training, Inc. the Healthy Start Collaborative, Trinity Union High School District, Trinity Office of Education, and Trinity County Health & Human Services.

Contacts: Carol Anne Spring, Trinity Occupational Training, Inc. Phone: 530-623-5538 Email: cspring@ncen.org

For more promising practices in workforce development, please visit: www.edd.cahwnet.gov/wiarep/wiappabout.htm.

Regional Program Resources

Performance Enhancement Project Presents *Essentials on Credentials*

In conjunction with the Department of Labor (DOL), the Employment Development Department Workforce Investment Division will present a series of regional one-day workshops throughout the State titled "Essentials on Credentials".

This training is being conducted by the Workforce Investment Act (WIA) Performance Enhancement Project (PEP). The DOL's WIA PEP promotes best practices that enhance WIA program performance. This project team from Social Policy Research Associates and Public Private Ventures provides technical assistance and training to help states and local areas troubleshoot performance issues and identify ways to maximize program performance.

This course is designed for the attendance of two members from each local area. It is vital that each local area be represented. The target audience is the Workforce Investment Board and Youth Council Staff, Youth Services Coordinators, Youth Program Managers, or Youth Program Service Providers.

This full-day interactive workshop will give WIA management staff practical information on ways to provide training leading to credentials/certificates that will engage youth, be valued by employers and fulfill WIA performance goals. Participants will learn how to: take stock of how they are doing in providing credentials for youth participants and where there are opportunities for improvement; explore training paths and program components that lead to successful employment and attainment of credentials; identify training providers and partners who can successfully enable young people to complete training that leads to credentials and retain employment in careers of interest; and identify

ways to meet the current and common performance measure related to credentials.

These training sessions are being hosted by Local Workforce Investment Areas. This schedule is being published so that interested attendees may take advantage of the training site that is closest in proximity to their location. This one-day training for each host site is scheduled from 9:00 a.m. to 4:00 p.m. Please contact the host site for the specific location of the training and to reserve a space for attendance. These are the only times that this training will be offered, so please sign up early.

Date, location and contact information is as follows:

May 12-San Diego-David Shea
(619) 238-1445
davids@workforce.org

May 13-Los Angeles City -Ruth Crandall
(213) 485-0926
rcrandal@cdd.lacity.org

May 18-Tulare-Ruth Medlin
(559) 713-5236
rmedlin@tcwid.org

May 19-Sacramento-Mark Snaer
(916) 263-7955
msnaer@delpaso.seta.net

For further information, please contact Jim Fitzgerald via voice phone at (916) 654-8298, or via e-mail at jfitzger@edd.ca.gov.

Northern California Regional Economic Forum

On April 19, 2004, the sixth of nine regional forums being provided statewide by the California Regional Economies Project will be held in Redding, California.

The purpose of the project is to develop information that better measures the performance of California's regional economies, including the changes in the region's economic base, and identify emerging opportunities for future growth. The Central Valley Economic Region includes the eight

counties of the Central Valley. The project is led by a joint committee of members from the California Workforce Investment Board and the California Economic Strategy Panel, with funding by the State Board.

For additional information on the project see www.commerce.ca.gov/economy. For information on the forum or to register, please visit: www.signup4.net/Public/ap.asp?EID=YOUT15E.

Check It Out!

The resource materials listed below are available for loan from the ETN library. Please leave a message at (916) 654-8386 with your requests. Available items will be shipped within 24 hours of request. If an item is already checked out, you will be placed on a reserve list.

RESUME WRITING

Cover Letter Magic, Trade Secrets of Professional Resume Writers, JIST Publishing (**J2261**)

Resume Magic, Trade Secrets of a Professional Resume Writer, JIST Publishing (**J2262**)

Same-Day Resume, Write an Effective Resume in an Hour, JIST Publishing (**J2263**)

Expert Resumes for People Returning to Work, JIST Publishing (**J2265**)

JOB SEARCH

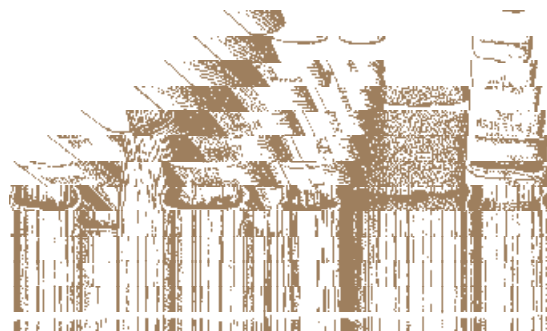
Seven Steps to Getting a Job Fast, JIST Publishing (**J2264**)

Looking for Work with Attitude Plus!, (Video) JIST Publishing (**J2266-AV**)

Job Search Attitude Inventory, Second Edition, JIST Publishing (**J2267**)

TRAINING

Training Budgets Step-by-Step: A Complete Guide to Planning and



Budgeting Strategically-Aligned Training, (Guide & CD-ROM) Pfeiffer (**J2268**)

Instant Case Studies: How to Design, Adapt, and Use Case Studies in Training, (Guide & CD-ROM) Pfeiffer (**J2269**)

Performance-Based Management: What Every Manager Should Do to Get Results, (Guide & CD-ROM) Pfeiffer (**J2270**)

Performance-Based Evaluation: Tools and Techniques to Measure the Impact of Training, (Guide & CD-ROM) Pfeiffer (**J2271**)

CASE MANAGEMENT

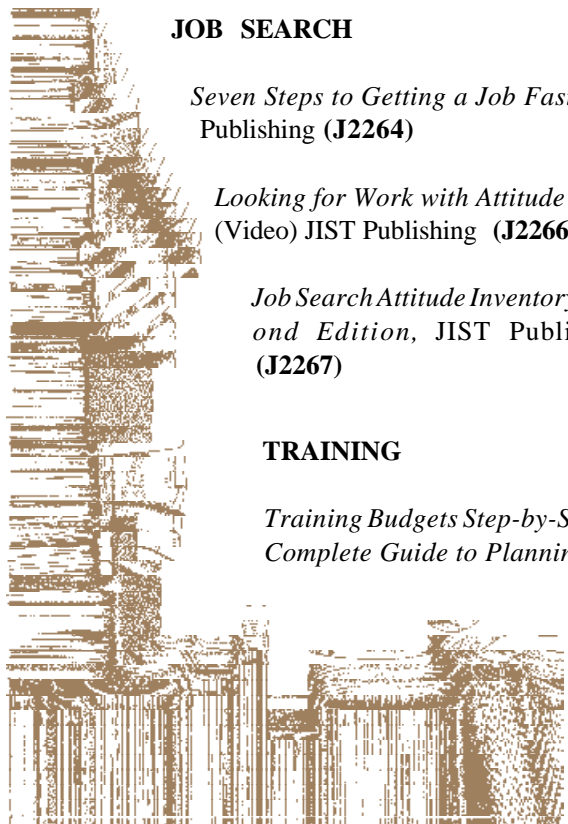
Case Management for the Hard-to-Employ: Successful Job Search Techniques, (Video) Career Point (**J2272-AV**)

How to Make Case Management Work for You, (Video) Career Point (**J2273-AV**)

JOB RETENTION

You Are the Organization: Every Employee's Public Relations Role, (Video & Viewer's Idea Guide) Briefings Publishing Group (**J2274-AV**)

Job Smarts: 12 Steps to Job Success, JIST Publishing (**J2275**)



April 2004

Monday	Tuesday	Wednesday	Thursday	Friday
			1	2
5	6 <div> Presentation Skills I Riverside County- (909) 955-9139 </div>	7	8 <div> California Department of Rehabilitation- ABCs of Employment for Persons with Disabilities Bakersfield- (661) 336-6937 </div>	9
	<div> California Workforce Association-Annual Spring Conference San Diego- www.calworkforce.org </div>			
12	13 <div> Assess with Finesse Los Angeles City- (213) 847-6545 </div> <div> WIA Exit Strategies for Adults Diamond Bar- (916) 445-3297 </div>	14	15	16
			<div> California Council for Excellence 10th Annual Conference & Awards Ceremony-Creating a Culture of Excellence San Diego- www.calexcellence.org </div>	
19 <div> Northern California Regional Economic Forum Redding- www.signup4.net/Public/ap.aspx?EID=YOUT15E </div>	20	21	22 <div> Local Partnership Workshop Pasadena- (626) 584-8386 </div>	23 <div> Customer Service Pasadena- (626) 584-8386 </div>
26	27 <div> WIA Exit Strategies for Adults Sacramento- (916) 445-3297 </div>	28	29 <div> WIA Performance Management: Youth San Bernardino City- (909) 888-7881 </div>	30

*Training in shaded boxes conducted by the Capacity Building Unit - www.edd.ca.gov/wiacal.htm

INFORMATION EXCHANGE

EMPLOYMENT TRAINING NETWORK

c/o EDD/WID

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Sacramento, CA 94280-0001

THE EMPLOYMENT TRAINING NETWORK *Resources for Workforce Investment Act (WIA) Programs*

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The Employment Training Network is an information dissemination project which provides one-to-one consultations, staff workshops and resources exclusively for California's Workforce Investment Act (WIA) programs. Through statewide networking, the Employment Training Network staff is able to offer diverse technical services using consultants in a variety of areas. Local Workforce Investment Area (LWIA) staff may benefit from the following services:

- **consultant services** - to enhance staff's skills, knowledge, and motivation
- **program site visits** - staff reimbursement provided for travel expenses
- **resource library** - up-to-date books, manuals and videos in a multitude of topics on loan for three weeks
- **referrals** - to other employment and training programs
- **Information Exchange newsletter** - informative newsletter announcing upcoming workshops, new resources, etc.

The Employment Training Network technical assistance services are available upon request to LWIA staff members or contractors operating LWIA programs. ETN staff: Diane Coad, Project Manager and Janine Cota, Administrative Assistant. **WIA funded agencies may receive Employment Training Network services by calling (916) 654-8896.**

EDD is an equal opportunity employer/program.